



CONFLICT RESOLUTION – A MAP

THE PATH TO IMPROVED PRODUCTIVITY

Conflict in the workplace costs companies **MILLIONS** of dollars annually. From harmful workplace lawsuits to decreased productivity, high employee turnover, client disgruntlement and decreased revenue.

It doesn't need to be that way. How about a training that helps you *and* your clients?

During this highly interactive and effective training participants learn the underlying motives behind conflict. They learn a common and easy language and are taught effective and proven tools to manage and work through conflict – effectively.

Topics Include:

- Identifying the early signs of conflict.
- Positive solutions to negative conflict.
- Why people get into conflicts and why they escalate.
- Anger, it's role and how to work with it.
- The key negative drivers involved in most conflicts.
- Tools to communicate better with staff and clients.
- Communication skills to clarify and uncover misunderstandings.
- How to avoid getting caught up in useless arguments.

"I learned to not allow problems to escalate and how to use positive tools to deal with them."

"I learned how to prepare for conflict and be more comfortable with it."

Training Participants

Experience this **powerful** and **effective** training that allows you to increase your productivity and revenue using simple and proven tools!

What They Are Saying:

"The worst thing you can do is procrastinate or ignore conflict. If you do, there is always an inherent danger and liability."

Address the issue, find out what's going on, be supportive and help them work through it!"

Jim Sawyer
Head of Security
Children's Hospital

From his interview on my
Compassionate Leadership CD.

Available at
PeaceEnforcement.com

Results:

- Resolve internal staff conflict
- Increase productivity and profit
- Retain employees
- Decreased law suit exposure

Saving you Thousands to MILLIONS of Dollars



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